



Contract Maintenance During Transition

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Contract Maintenance During Transition

Purpose:

Provide an understanding of the transition process for the present contract (1.0) and T-NEX and how the two relate as we wind down one and stand up the other in the region



Contract Maintenance During Transition (cont)

Transition = Develop plan to hand off responsibilities from one contractor to another

Start of Health Care Delivery (HCD) = Day T-NEX Contractor begins performing tasks

Close Out: Process starts day contract ends.
Put 1.0 in order and make ready for 6 year
3 month file retention after final payment



Players for Transition to T-NEX

TMA, Primary Contracting Officer
TRICARE Regional Office, Administrative Contracting Officer

MTF Contracting Officer's Representatives
Commanders
Clinical Chiefs (Resource Sharing/Support over site)
Other MTF technical staff, as required

TriWest Healthcare Alliance, and Sub-Contractors



Contract Transition

When do Different functions begin?



Contract Transition

1.0 Transition Requirement:

Fifteen (15) days after notice of T-NEX award the outgoing contractor shall meet with Incoming Contractor, Lead Agent and Contracting Officer

PCO

ACO

Lead Agent, and Representatives of his choosing

TriWest, sub-contractors and Reps of their choosing

T-NEX Contractor and sub-contractors



Contract Transition

Within 30 days of T-NEX award meet with TMA, LA, MTF and incoming contractor representatives to develop plan to phase out the following:

Resource Sharing Agreements

Resource Support Delivery Orders

TSC and MTF interface activities



Contract Transition

Plan to Phase Out: (cont)

In-system delivery networks

TRICARE Service Centers

Health Care Finder functions

Catchment area-specific quality mgmt
programs

Utilization management program

Staffing level requirements and other resource
needs for each operational function above.

Lead Agent and MTF Interface Activities
Contract Transition (cont)



Contract Transition

Plan needs to include minimizing impact on MTF and TSC operations

Discuss personnel and equipment overlap

MTF Space for the overlap

TSC personnel

Other Contractors (Appointment Making) outside of the MCSC invite to be part of the planning group

Start to write MOUs between the MTF and different contractor

MTFs go to their services for and assistance

Plan due 10 days after scheduled meeting



Contract Transition

Other issues to work

Transfer patients that are inpatient at 0001 hours on the first day after expiration date of this contract.

Remaining Claims for health care rendered prior to the start of Health Care Delivery but not submitted to outgoing contractor prior to the start of T-NEX



Contract transition

Bid-Price Adjustment for claims processed to completion no later than the 8th month following the day contractor is responsible for the delivery of health care services



Contract Transition

All players (TMA, LA, MTF, Services, Contractors, etc) to determine transition monitors

After T-NEX award, usually meet weekly until start of T-NEX Health Care Delivery

Still must focus on 1.0 contract performance



TRICARE Central

1.0 Train





1.0 TRICARE Train

1.0 Train: On the TRICARE track since 1996.

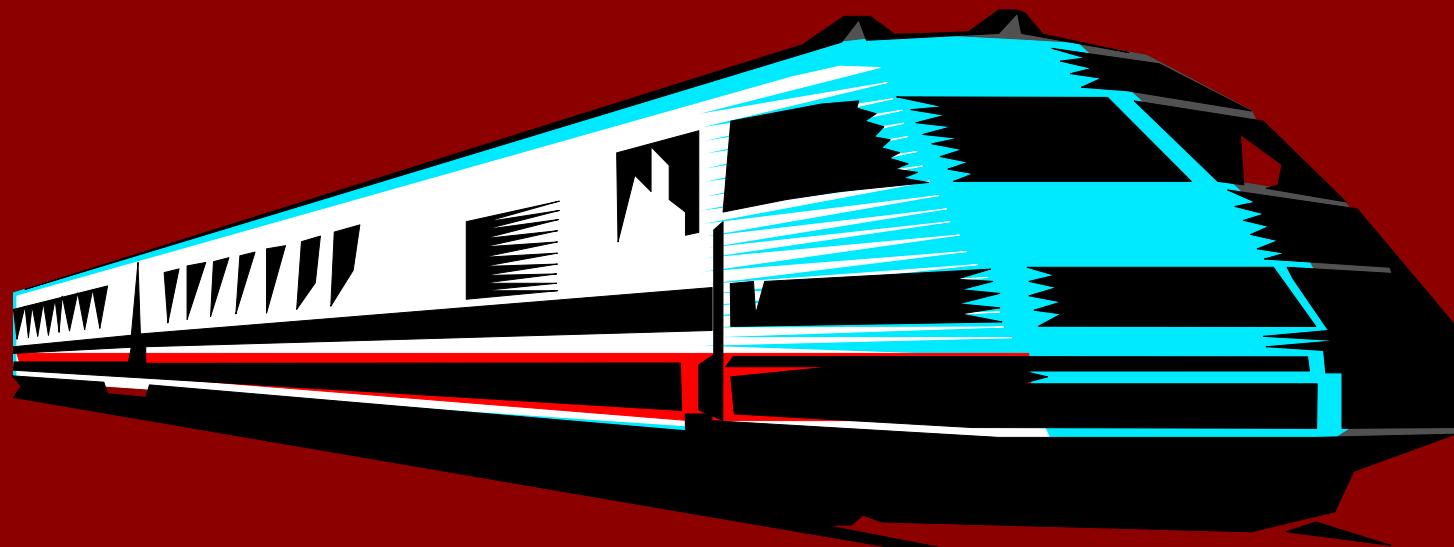
Not Scheduled in Station House for
Dismantling
until 2004





T-NEX Train

T-NEX Train: In Manufacturer yard being built





T-NEX Trains

T-NEX Train:



Placed on siding for loading

- Train 1. Region 11: 1 June 2003
- Train 2. Region 9/10: 1 Sept 2003
- Train 3. Region 7/8: 1 Dec 2003
- Train 4. Region 12: 1 Sept 2003
- Train 5. Alaska: 1 Sept 2003

Leaves the station

- 1 April 2004
- 1 July 2004
- 1 Oct 2004
- 1 July 2004
- 1 July 2004



1.0 TRICARE Train

1.0 Train is Running down the track

TriWest is responsible for all contract functions through 30 Sept 2004. The Government and TriWest can't uncouple any cars from the train before T-NEX Health Care Delivery

Engine: 1.0 Contract

Coal Car: Network

Passenger Car: Working Referrals

Passenger Car: Booking Appointments to the MTFs

Dining Car: Stop Paying Claims

Baggage: Dismantle TSCs

Lounge Car: Enrollment, PCM Assignment, Case Management

Sleeper Car: CAEC meetings, MOUs, etc



Problem if both trains are on same track

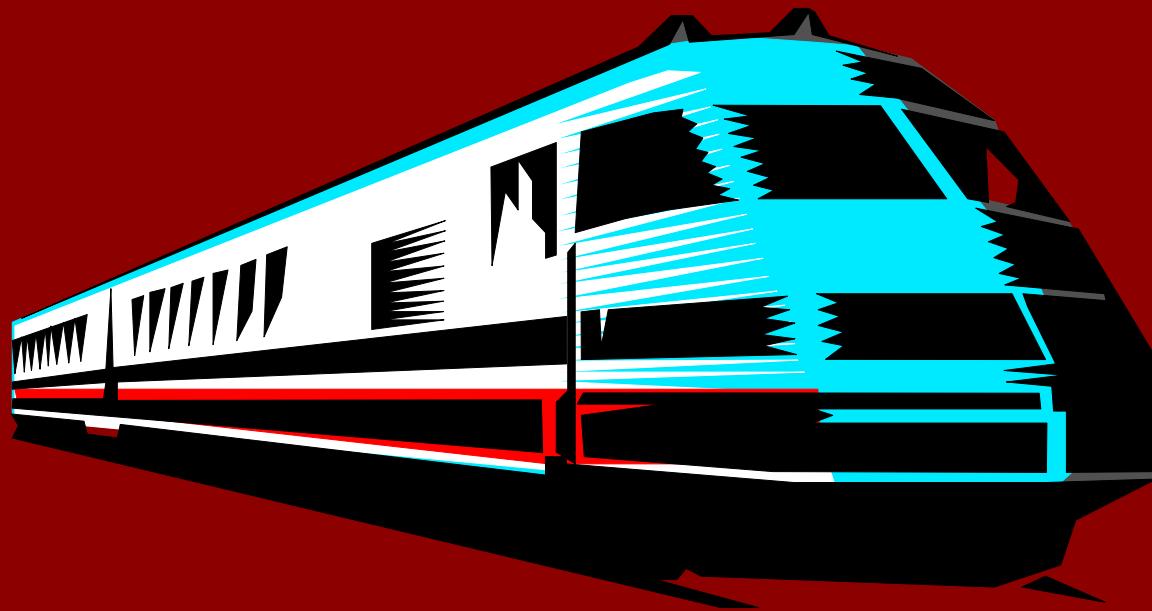
If you don't pay attention to 1.0, and focus only on T-NEX 1.0 may be a Train wreck, or vice versa





T-NEX Train

Load the Train on siding. 1 Dec 03





Plan Transition of overlapping requirements

Contractors and Commander Develop a plan to minimize disruption of services

TriCare Service Centers (TSC)

TriWest is working up to the end of the contract

New Contractor is setting up the TSC

- Installation of Phone lines

- Installation of Equipment

- Installation of Furniture



Plan Transition of Overlapping Requirements

TSC Impact at End of Transition:

Training of TSC and Appointment Making Staff

Working with Multiple Contractors

MTF may have to think through issue of duplicate space for short period of time

Work MOUs with various contractor



Transition of Resource Sharing and Support

Business Plan will identify requirements

Determine Resource Sharing and Support positions that will continue after 1.0

Prepare documents and forward to appropriate approval level and contracting offices

Determine timelines so no break in service



T R I C A R E Central

Resource Sharing/Support Extension/Contract Office Timeline

Agreements ending during these months will be **renewed** to end of current contract

Agreements ending during
these months will be **extended**
to end of current contract

Preparation for contracts under T-NEX should begin in Jan 2004

Contracts under T-NEX should be awarded by end of Jun 04 to assure Health Care Delivery by 1 Oct 04



Resource Sharing/Support Contract Process Lead

	120 days out. Prepare SOWs, IGCEs, funding docs. Get MAJCOM approval	90 days out. Submit approved docs to contracting office	End of contract E D = Ending date of contract	Estimated Renewal Contract Dates	Extension of existing D.O.									
	Calendar Year 2003						Calendar Year 2004							
	2nd Quarter		3rd Quarter		4th Quarter		1st Quarter		2nd Quarter		3rd Quarter			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Sep
137	Buckley, 1FTE Bene Svc Rep, \$41,008	28Apr >	29 May >	E D = 28 Aug						28 Apr >	29 May >	E D = 28 Aug		ext
138	Buckley, 1FTE Med Logistician, \$45,289	11 May >	11 Jun >	E D = 9 Sep						11 May >	11 Jun >	E D = 9 Sep		ext
139	Buckley, 2FTE Pharmacist, \$247,079	23 May >	23 Jun >	E D = 22 Sep						23 May >	23 Jun >	E D = 22 Sep		ext
140	Buckley, 6FTE Pharm Techs, \$305,109	11 May >	11 Jun >	E D = 9 Sep						11 May >	11 Jun >	E D = 9 Sep		ext
149	Buckley, PT Clinical RN, \$41,536	24 May >	25 Jun >	E D = 24 Sep						24 May >	25 Jun >	E D = 24 Sep		ext
173	Buckley, 3 Pharmacy Techs, \$135,595						14 Nov >	14 Dec >	E D = 16 Mar		1 Jun >	2 Jul >	E D = 30 Sep	
142	DM, 4FTE Pharmacy Techs, \$164,064		1 Jun >	2 Jul >	E D = 30 Sep					1 Jun >	2 Jul >	E D = 30 Sep		
164	DM, 2 FTE Phlebotomist, \$36,629		ED = 17							15 Jan >	15 Feb >	E D = 17 May		
161	EACH, 1 FTE MEB Phy Svc, \$1,622,486		1 Jun >	2 Jul >	E D = 30 Sep					1 Jun >	2 Jul >	E D = 30 Sep		Board Review Required
162	EACH, 1FTE MEB Phy Svc, \$161,065		1 Jul >	1 Aug >	E D = 31 Oct					1 Jun >	2 Jul >	E D = 30 Sep		
168	EACH, 1 ea Case Mgr, & Care Coord, \$79,999	<7 Mar	3rd Option Period							7 Mar >	7 Apr >	E D = 6 Jul		ext
126-177	EACH, ER Physicians, \$521,076	<7 Apr	E D = 6 Jul							6 May >	6 Jun >	E D = 3 Sep		ext
131	FE Warren, OB GYN Suprt Prsnl, \$133,197	1 Jun >	2 Jul >	E D = 30 Sep						1 Jun >	2 Jul >	E D = 30 Sep		



1.0 Close out

1.0 Train on siding for dismantling,
October 2004





1.0 Dismantling Crew

TMA, Primary Contracting Officer

Lead Agency, Administrative Contracting Officer

MTF Contracting Officer's Representatives

Resource Managers, (De-obligations, Contractor Claims)

Clinical Chiefs (Resource Sharing/Support over site)

Commanders and other MTF technical staff



Prepare Contract Documents for Storage

TMA Primary Contracting Officer

Is the Closeout Team Lead
Resolves REA/Claims (if any)
Responsible for ensuring total payment
of contract
May require assistance from COR, MTF staff,
LA staff, etc.



Prepare Contract Documents for Storage

Administrative Contracting Officer (ACO)

Ensure all original documents are collected from MTF CORs in the Region

Compiles LA Task contract documents for retention

Gather data concerning REAs/Claims for delegated tasks and forward to PCO

Help monitor return of GFP and removal of (1.0) contractor property



Contract Close Out (cont)

ACO,

Ensure final payment and closeout Resource Support Delivery Orders

Send Closed Resource Support and Sharing Agreements to File Retention

Have CORs shred 1.0 BAFO and remaining documents not for contract retention



Store Contract Documents

When TW and the PCO certify that all payments have been made contract is considered closed

TMA is Responsible Party for gathering together all documents and Retention of Files

Retention of 1.0 Contract Documents
6 years 3 months after final payment